

# Fairfax County, Virginia

## Department of Public Safety Communications

### Monthly Productivity Report

#### June 2012



*Fairfax County 9-1-1...always there...always ready...24/7/365*

The DPSC Monthly Productivity Report is issued and posted to provide an easy to read and understandable summary of the activity of the "Fairfax County 9-1-1 Center" in serving residents, businesses and visitors and the Police Department and Fire-Rescue Department.

The “+/-” represent the change in data from the previous month.

## **Telephone System Statistics**

### **Incoming Call Volume\***

*\*Includes calls that disconnected from queue before being answered*

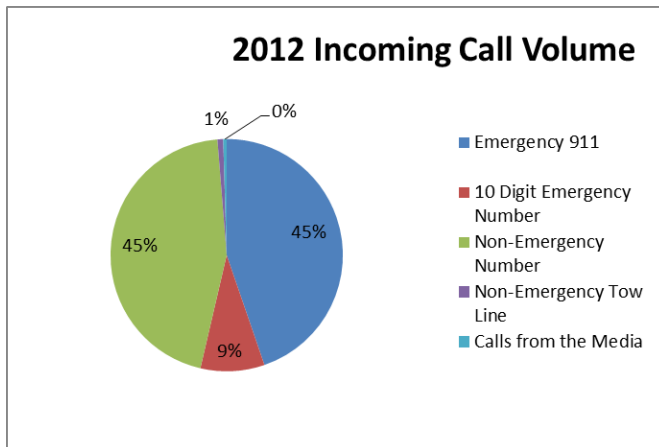
Emergency 9-1-1.....34,903 (+1,389)  
*(includes Wireline, Wireless, Voice over Internet Protocol (VoIP))*

10 Digit Emergency Number.....7,138 (+804)

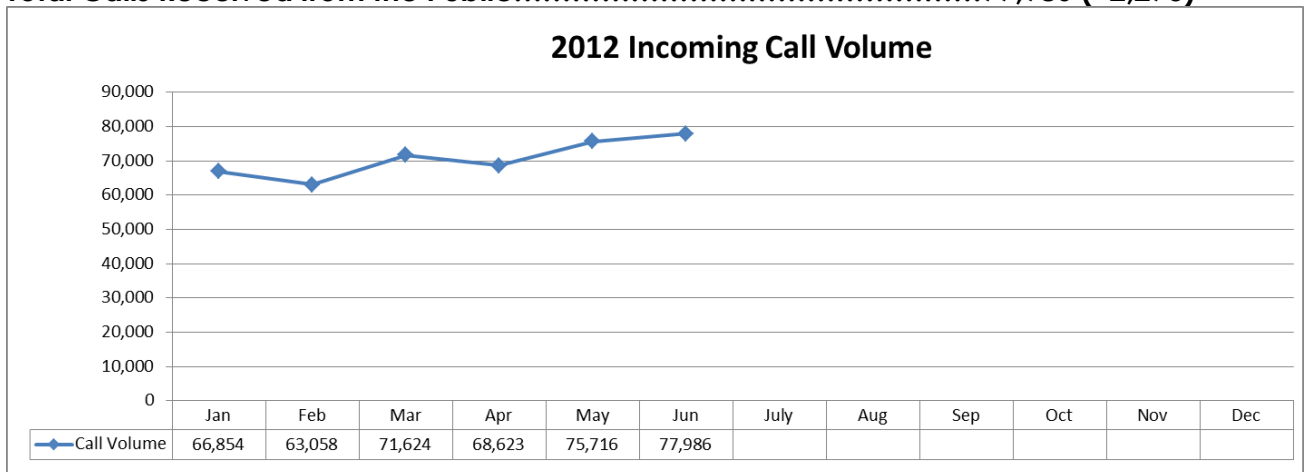
Non-Emergency Number.....35,067 (+144)

Non-Emergency Tow Line.....549 (-21)

Calls from the media (includes print, TV, radio, internet, etc.).....329 (-46)



**Total Calls Received from the Public.....77,986 (+2,270)**



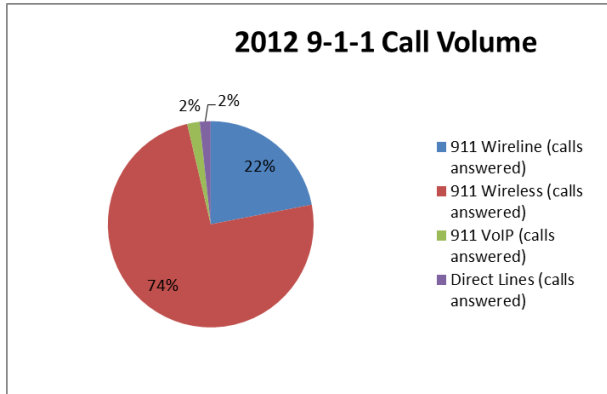
### **Selected 9-1-1 Call Volume**

9-1-1 Wire Line (calls answered).....6,944 (-68)

9-1-1 Wireless (calls answered).....25,708 (+1,163)

9-1-1 VoIP (calls answered).....626 (-42)  
 Direct Lines (calls answered).....586 (+30)

**Total 9-1-1 answered.....33,864 (+1,083)**



9-1-1 calls challenged with TDD.....3,235 (-38)

TDD calls where communication was made with the public.....0 (0)

9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....1,039 (+306)

Non 9-1-1 calls for which the caller hung up/disconnected before the call could be answered.....2,011 (+804)

Calls for which the caller hung up/disconnected before being sent to a queue.....5,657 (-124)

Number of times the pre-recorded, "All 9-1-1 Call Takers Are Busy" message played for callers.....4,156 (+2,103)

## Calls Transferred to Other Agencies

### Virginia Agencies

Virginia State Police.....1,541 (+76)  
 Arlington County Police and Fire-Rescue.....212 (+14)  
 City of Alexandria Police and Fire-Rescue.....230 (-3)  
 City of Fairfax Police .....411 (-13)  
 U.S Army Ft. Belvoir Police.....52 (+10)  
 Town of Herndon Police.....222 (+7)  
 Town of Vienna Police.....120 (+9)  
 Loudoun County Sheriff and Fire-Rescue.....102 (+22)  
 Prince William County Police and Fire-Rescue.....177 (+3)  
 George Mason University Police.....10 (-7)  
 Virginia Department of Transportation.....27 (+6)

### Maryland Agencies

Maryland State Police.....29 (+4)  
 Montgomery County Police and Fire-Rescue.....57 (+17)  
 Prince George's County Police and Fire-Rescue.....60 (+1)

District of Columbia Police and Fire-Rescue.....44 (+9)

Metropolitan Washington Airport Authority.....189 (-7)

U.S Park Police.....83 (+1)

**Calls Requiring Language Line Interpretation.....1,003 (+21)**

Average length of language interpretation calls..... 6.9 (+0.1)

Hours spent utilizing language interpretation.....115 (+3)

*\*This equates to a call taker being on the telephone for 4.8 days.*

**Computer Aided Dispatch (CAD) System Statistics**

**Police Department Events**

Entered by DPSC call takers/dispatchers.....27,612 (-52)

Initiated by police units in the field and controlled by DPSC dispatchers

.....52,056 (-3,174)

**DPSC Tow Events**

Entered by DPSC call takers.....4,350 (-337)

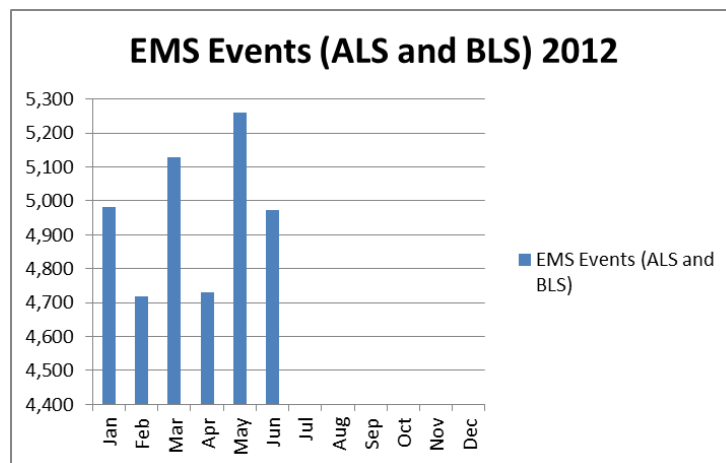
**Fire-Rescue Department Events**

Entered by DPSC call takers/dispatchers.....15,582 (+468)

Initiated by fire-rescue units in the field and controlled by DPSC dispatchers

.....391 (-32)

Total number of Advanced Life Support (ALS) and Basic Life Support (BLS) events created and controlled by DPSC (based on event closure).....4,972 (-287)

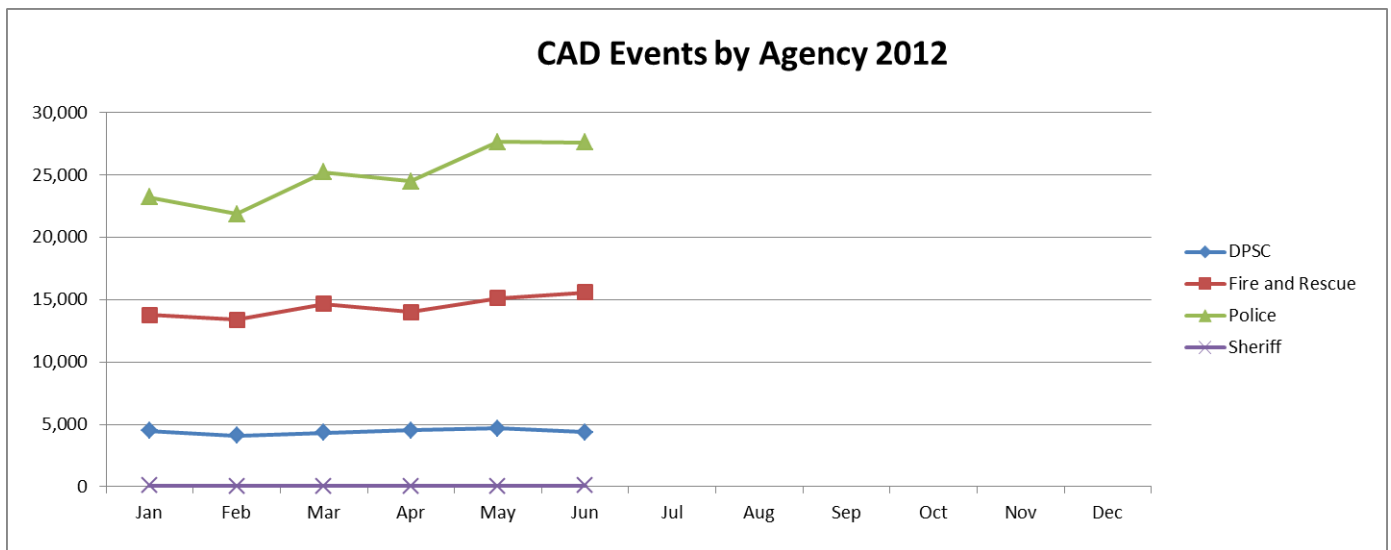


**Sheriff's Office Events**

Entered by DPSC call takers/dispatchers.....76 (+15)

Initiated by sheriff units in the field and controlled by DPSC dispatchers

.....492 (-69)



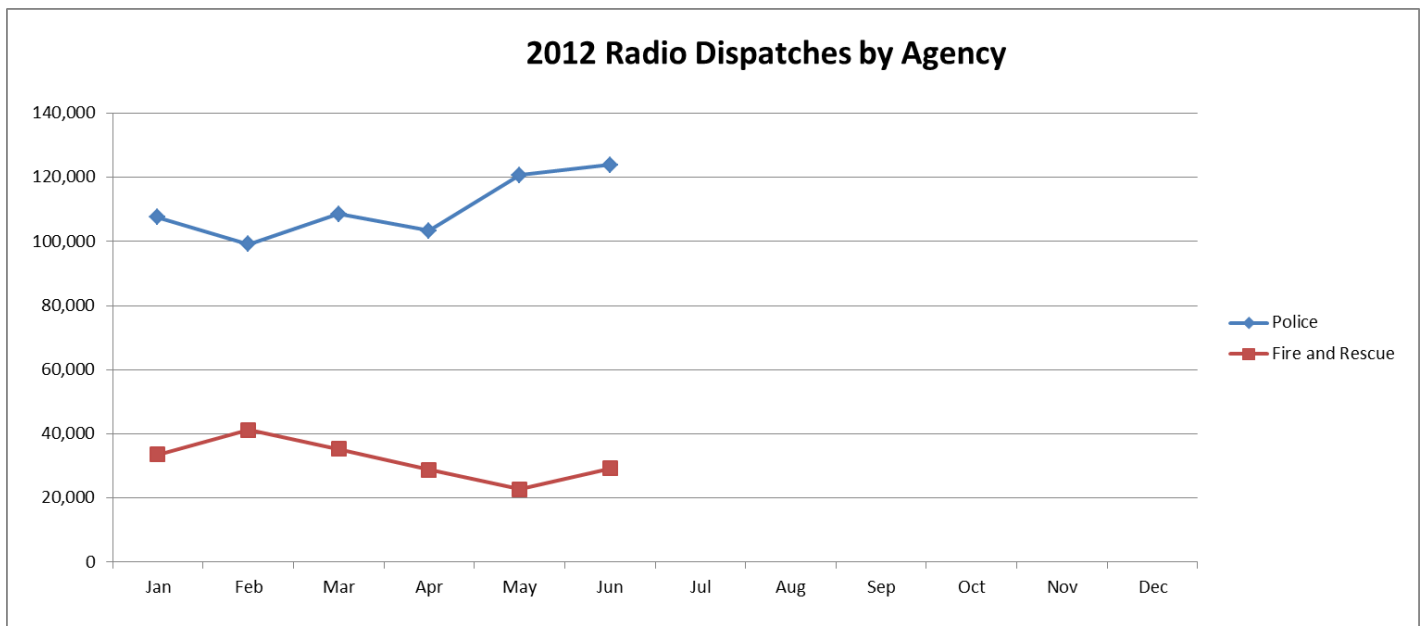
### Radio Systems Statistics

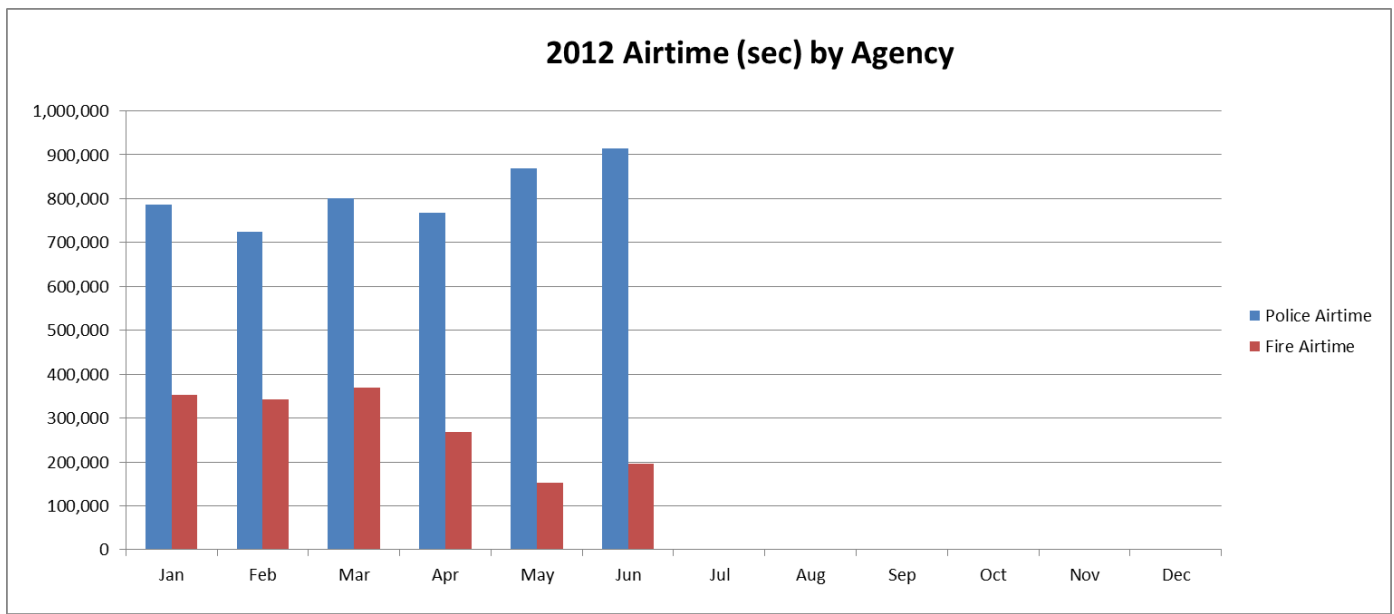
Radio transmissions made to police units.....123,845 (+3,098)

Radio transmissions made to fire-rescue units.....29,169 (+6,499)

**Total radio transmissions made to police and fire-rescue units.....153,014 (+9,597)**

**Total radio transmission time in hours.....308 (+24)**

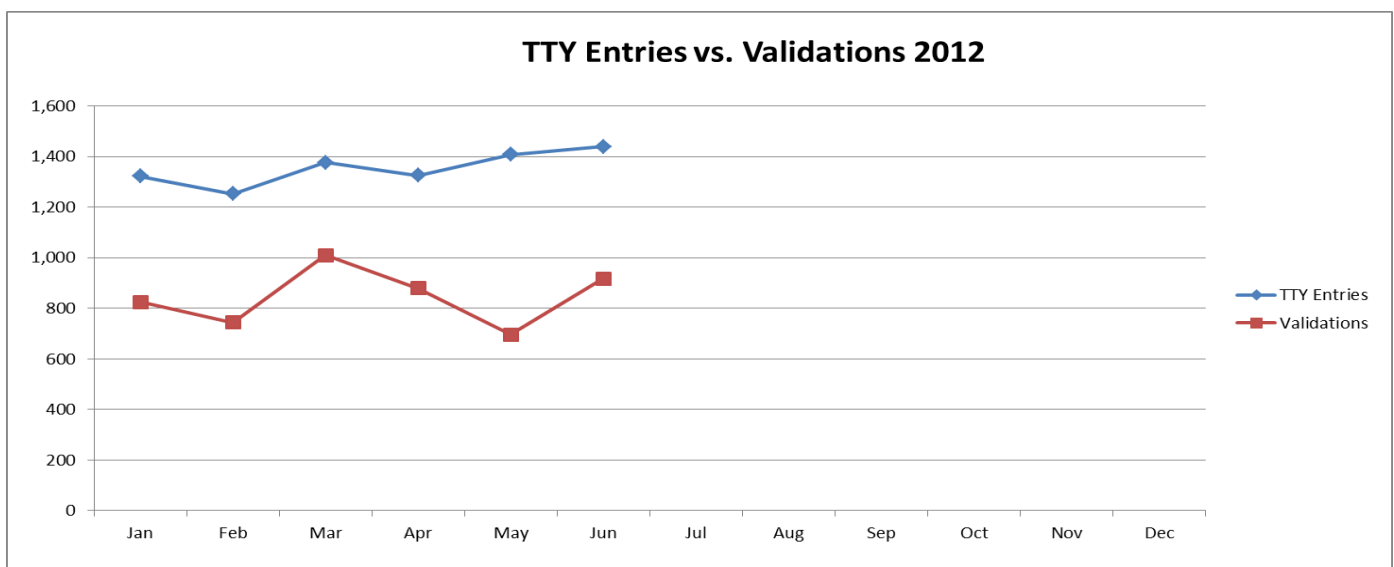




### Virginia Criminal Information Network (VCIN)/National Crime Information Center (NCIC)

**Entries made by DPSC Teletype Operators.....1,439 (+31)**

**Total Validation Record Checks.....917 (+222)**

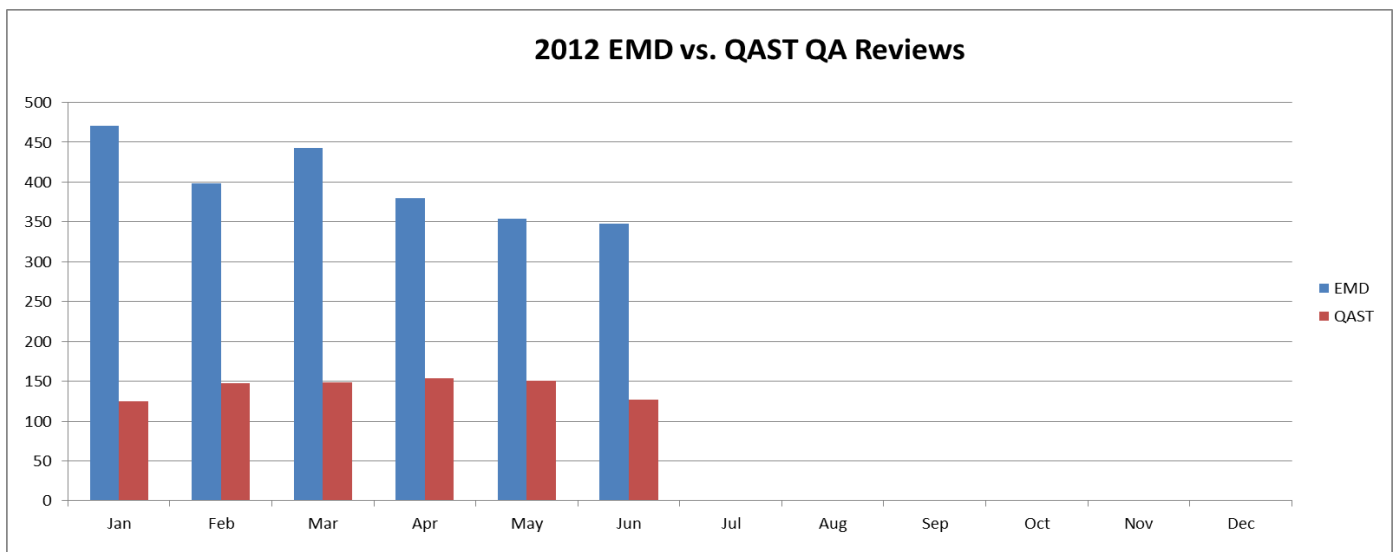
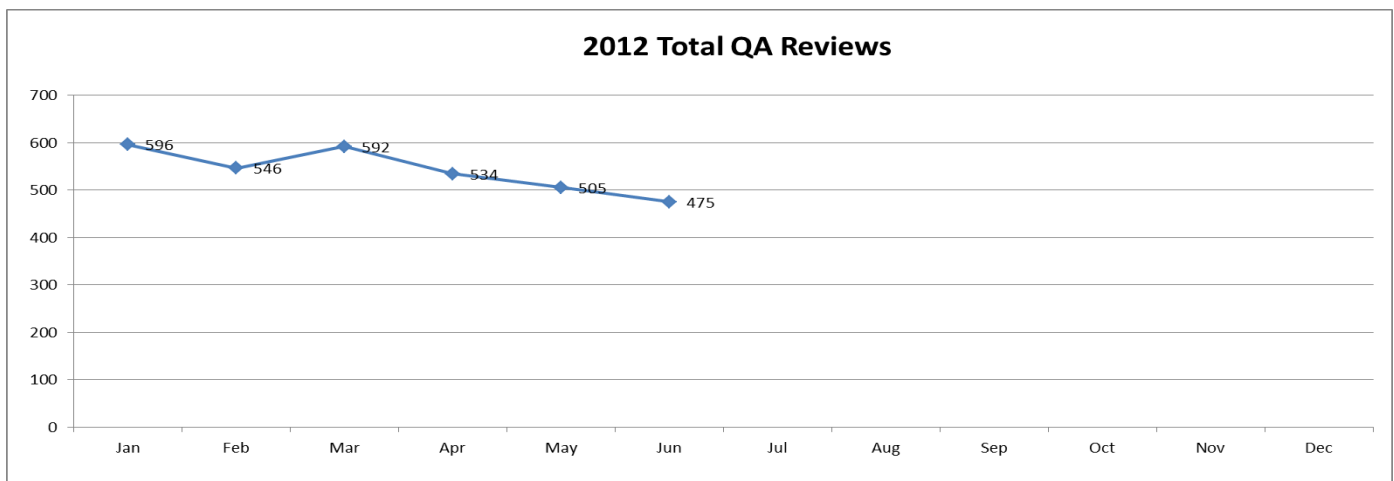


### Quality Assurance Statistics

**Number of Post Incident Emergency Medical Dispatch/Pre-Arrival Instruction Reviews Conducted .....348 (-6)**

**Number of Post Incident Police/Fire-Rescue/General Information Quality Assurance Reviews Conducted.....127 (-24)**

**Total Quality Assurance Reviews by DPSC.....475 (-30)**

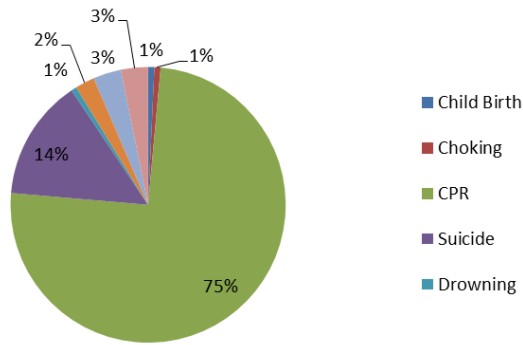


### **Critical Life Threatening/Life Saving Events\***

Child Birth Delivery Events.....	1 (-1)
Choking Events.....	5 (+4)
CPR Events.....	112 (-4)
Attempted Suicide Events.....	16 (-6)
Drowning Events.....	2 (-1)
Assault with Weapon.....	5 (+2)
Shooting Events.....	8 (-2)
Stabbing Events.....	10 (+5)

*\*Statistics are based on remarks entered in CAD and final event types.*

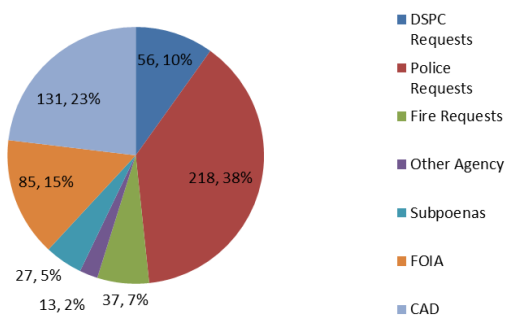
### 2012 Time Life Critical Event Types



### Release of Information Requests

DPSC Audio Recording Requests.....	8 (-4)
Police Department Audio Recording Requests.....	53 (+22)
Fire-Rescue Department Audio Recording Requests.....	6 (+2)
Other Agency Audio Recording Requests.....	3 (0)
Number of Subpoenas Requests.....	6 (0)
Freedom of Information Act Requests.....	26 (+9)
CAD Requests.....	20(-28)
<b>Total Requests.....</b>	<b>122 (+1)</b>

### DPSC Information Request 2012



### Specific Event Reward and Recognition Program (nominations received)



Number of Life Saving Awards.....	2 (+2)
Number of Child Birth Delivery Awards.....	0 (-1)
Number of Exceptional Performance during a High Risk Incident Awards.....	0 (0)
Number of Helping Hand Awards.....	2 (+2)
Number of Outstanding Support Awards.....	0 (0)
<b>Total Number of Specific Event Recognition Awards.....</b>	<b>4 (+3)</b>

## **Human Resources**

### **Authorized Organizational Strength**

Operational.....	182 (0)
PSC (I, II, III).....	157 (0)
Assistant Supervisors.....	20 (0)
Lead Supervisors.....	5 (0)
Administration.....	22 (0)
<b>Total.....</b>	<b>204 (0)</b>

### **Vacant Positions**

PSC (I, II, III).....	39 (+3)
Assistant Supervisors.....	1 (0)
Lead Supervisors.....	1 (+1)
Administration.....	0 (-1)
<b>Total Vacant.....</b>	<b>41 (+3)</b>

### **Promotions**

PSC II.....	2 (+1)
PSC III.....	1 (-1)
PSC IV.....	0 (0)
PSC V.....	0 (0)
Administration.....	1 (+1)
<b>Total.....</b>	<b>4 (+1)</b>

### **Agency Tenure – Employees who reached an agency tenure milestone during the reporting month.**

5 years.....	4 (+3)
10 years.....	2 (+2)
15 years.....	0 (0)
20 years.....	0 (0)
25 years.....	0 (0)
30 plus years.....	0 (0)

### **Agency Separations**

Retirements.....	1 (+1)
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Terminations	
During PSCAD.....	0 (0)
During On the Job Training.....	0 (0)
During Probationary Period.....	0 (-1)
After Probationary Period.....	2 (+1)
Agency Retention Rate.....	80% (-1%)

**Recruitment and Hiring (data may be spread over a several month period)**

Number of Resumes Received .....	305 (+305)
Number of Resumes Processed/Evaluated.....	305 (+305)
Number of Organizational Compatibility Tests Administered.....	0 (0)
Number of Acceptable Organizational Compatibility Tests.....	0 (0)
Number of Computer-based Job Simulation Tests Administered.....	0 (0)
Number of Acceptable Computer-based Job Simulation Tests.....	0 (0)
Number of Background Investigations Administered.....	0 (-4)
Number of successful Background Investigations.....	0 (-4)
Number of Polygraph Examinations Administered.....	0 (-9)
Number of Successful Polygraph Examinations.....	0 (-3)
Number of Panel Interviews Conducted.....	0 (-6)
Number of Recommended Panel Interviews.....	0 (-4)
Number of Pre-Employment Medical Tests Administered.....	0 (-8)
Number of Employees Hired.....	8 (+7)

## Significant Event Activity Report High Winds/Thunderstorm

**2130 hours, June 29, 2012 – 0100 hours, June 30, 2012.**

DPSC “A” Nights” was on duty during this time period.

824	9-1-1 calls received (415% increase *)
1,224	Total calls received - Emergency & Non-Emergency (312 % increase *)
594	Police dispatches (31% increase **)
282	Fire-Rescue dispatches (2,464% increase **)
51	EMS dispatches (89% increase **)
936	Overall CAD Events (79% increase **)
870	Radio transmissions (116% increase **)
85	Minutes of radio transmissions (60% increase **)

*\*=% of increase/decrease over that experienced in the same period in the previous week.*

*\*\* = % of increase/decrease over that experienced in the same period for the previous 3 weeks.*

## Significant Event Activity Report Power Outage

**0600 hours, June 30, 2012 – 0600 hours, July 1, 2012.**

DPSC “A” Days and “A” Nights” were on duty during this time period.

1,226	9-1-1 calls received (8% increase *)
2,650	Total calls received - Emergency & Non-Emergency (15% increase *)
2,427	Police dispatches (5.34% increase **)
403	Fire-Rescue dispatches (205% increase **)
247	EMS dispatches (24% increase **)
3,175	Overall CAD Events (4.27% increase **)
4,732	Radio transmissions (141% increase *)
533	Minutes of radio transmissions (231% increase *)

*\*=% of increase/decrease over that experienced in the same period in the previous week.*

*\*\* = % of increase/decrease over that experienced in the same period for the previous 3 weeks.*